

Maine Relay 2006 FCC Complaint Report

6/1/05 to 5/31/06

External Complaints—Miscellaneous

Inquire Date 06/02/2005

Record ID 9521

***Call Taken By Customer Service Rep
CA Number***

Responded By Tina Collingham

Response Date 06/02/2005

Resolution Date 06/30/2005

Customer stated that she is using Nextalk Software in her office and there had been four times when she did not receive any typing from the CA.

Customer Service stated that this information would be forwarded to the technical department and explained the different settings that could cause issues with the software. The technical department discovered that the calls were connected to the relay, but there was no response from the customer. Customer Service notified the customer of the findings. Customer was thankful.

External Complaints—Miscellaneous

Inquire Date 07/16/2005

Record ID 9707

***Call Taken By Lead CA
CA Number***

Responded By Chris Doyle

Response Date 07/16/2005

Resolution Date 07/16/2005

Customer has a Vita Link set up with the Ambulance Service in her area. The service dials back to the customer when the Vita Link alarm goes off. The last two times the service has tried to call the customer using 711, the line has been busy and they have not been able to reach the customer.

Lead CA explained that it was possible that the translation number needed to be reset in Vita Link's PBX. Lead CA stated that Vita Link may want to use the toll free number and suggested that Customer Service would be available to assist the telephone administrator in regards to this issue. Customer was satisfied.

External Complaints—Miscellaneous

Inquire Date 08/02/2005

Record ID 9881

***Call Taken By Customer Service Rep
CA Number***

Responded By Tina Collingham

Response Date 08/02/2005

Resolution Date 08/02/2005

Customer has been receiving fraudulent phone calls that are not through the relay.

Customer Service suggested the customer contact their local telephone company and law enforcement in regards to this issue.

External Complaints—Miscellaneous

Inquire Date 08/14/2005

Record ID 9932

***Call Taken By Supervisor
CA Number***

Responded By BJR

Response Date 08/14/2005

Resolution Date 08/14/2005

Customer was upset that the phone book listed the relay number as the repair number for the phone company. Customer felt it was the responsibility of the relay to know exactly what people are printing in the directories.

Supervisor explained that she would forward this information to Customer Service and the Relay Manager. Supervisor stated that because each telephone company prints their own directory the relay has no control over what is published. Telephone company information was not given. There has been no further contact from the customer on this issue.

External Complaints—Miscellaneous

Inquire Date 01/02/2006

Record ID 10835

Call Taken By Supervisor

CA Number

Responded By Brenda Malsbury

Response Date 01/02/2006

Resolution Date 01/02/2006

Customer attempted to place a call through the relay using AT&T long distance. CA was unable to place the call because the customer was calling from a restricted line.

Supervisor explained why this happens and directed the customer to contact their long distance provider. Customer understood.

External Complaints—Miscellaneous

Inquire Date 02/08/2006

Record ID 11025

Call Taken By Lead CA

CA Number

Responded By Chris Doyle/Tina

Collingham

Response Date 02/09/2006

Resolution Date 02/09/2006

Customer was attempting to contact a deaf or hard of hearing employee and was receiving a recording that stated "This number is not accepting calls from blocked numbers". Customer insisted the block must be through the relay and would like this issue resolved.

Lead CA explained the recording that was being received was generated by either the local telephone company or the long distance carrier. Customer called back and stated that the issue was a non published number through the local telephone company. The customer was greatly appreciative of the assistance.

External Complaints—Miscellaneous

Inquire Date 02/23/2006

Record ID 11122

Call Taken By Customer Service Rep

CA Number

Responded By Dianne Buller

Response Date 02/23/2006

Resolution Date 03/01/2006

Customer stated that she was trying to place a call through the relay and she was receiving a message that her number was blocked.

Customer Service explained that relay does not block numbers and directed customer to contact her local telephone company in regards to this issue. Customer understood.

External Complaints—Miscellaneous

Inquire Date 05/16/2006

Record ID 11663

Call Taken By Customer Service Rep

CA Number

Responded By Tina Collingham

Response Date 05/16/2006

Resolution Date 05/16/2006

Customer had static on her line and wondered if it was on her end of the call or the relay end of the call.

Customer Service investigated and discovered that when the CA switched to VCO mute, there was no static on the relay side of the call. Customer Service directed customer to their local service provider for assistance with the telephone line. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

Inquire Date 10/13/2005

Record ID 10326

Call Taken By Customer Service Rep

CA Number

Responded By Tina Collingham

Response Date 10/13/2005

Resolution Date 10/13/2005

Customer has been receiving harassing phone calls through the relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 10/13/2005
Record ID 10415
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 10/18/2005
Resolution Date 10/18/2005***

Customer has been receiving fraudulent phone calls at their business and wants the calls blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 10/18/2005
Record ID 10337
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 10/18/2005
Resolution Date 10/18/2005***

Customer's daughter has been receiving prank calls through the relay at college. Customer is deaf and needs to use the relay to call her daughter, but would like these types of calls stopped. Customer would like a call back.

Customer Service contacted the customer and explained that ADA and FCC rules for functional equivalency do not allow us to block any relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 11/04/2005
Record ID 10520
Call Taken By Customer Service Rep
CA Number 9428
Responded By Tina Collingham
Response Date 11/04/2005
Resolution Date 11/04/2005***

Customer has been receiving harassing phone calls through the relay. Customer has received calls through different relay providers.

Because the customer stated the calls were coming from several Relay providers, Customer Service gave the appropriate Customer Service numbers for the other providers to the customer. Customer Service suggested that the customer take note of the provider, time of the call, the CA number and report this activity to law enforcement as that is our recommendation under these circumstances. Customer was thankful.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 11/21/2005
Record ID 10565
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 11/21/2005
Resolution Date 11/21/2005***

Customer wanted the relay to be aware that when she tries to contact businesses, many will not accept her calls due to the past fraudulent activity and publicity.

Customer Service apologized and explained that the Relay was aware of this type of activity. Customer Service thanked the customer and asked if there were any particular businesses that Outreach could contact to further educate concerning legitimate Relay Services. Customer was appreciative, but declined the offer.

***Service Complaints--
Fraudulent/Harassment Call***

Customer stated that their business has been receiving fraudulent phone calls through the relay.

***Inquire Date 11/30/2005
Record ID 10583
Call Taken By Operations Mgr
CA Number
Responded By Diane Taylor
Response Date 11/30/2005
Resolution Date 11/30/2005***

Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Managers explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Customer has been receiving harassing phone calls through the relay and wanted to know who was calling.

***Inquire Date 02/10/2006
Record ID 11026
Call Taken By Lead CA
CA Number
Responded By Jody Kent
Response Date 02/10/2006
Resolution Date 02/10/2006***

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was satisfied.

***Service Complaints--Didn't Follow
Policy/Procedure***

Customer has had problems with people being unable to hear her on the telephone. Customer is a VCO user.

***Inquire Date 09/15/2005
Record ID 10217
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 09/15/2005
Resolution Date 09/15/2005***

Customer Service forwarded the call information to the technical department and discovered that it was CA error. Customer Service notified the customer and apologized. Customer Service placed several test calls to the customer and it appeared that this issue was occurring frequently. A profile was implemented to allow the customer's call to be connected quicker. All CAs were counseled in regards to this issue. Customer was satisfied.

***Service Complaints--Didn't Follow
Policy/Procedure***

Customer was upset that the CA did not type all of the information from a recording. Customer asked CA specific questions about the recording and the CA did not respond to the customer.

***Inquire Date 01/12/2006
Record ID 10871
Call Taken By Supervisor
CA Number 6418
Responded By Tina Collingham
Response Date 01/13/2006
Resolution Date***

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

Service Complaints--Didn't Follow Policy/Procedure

Inquire Date 02/01/2006

Record ID 11071

***Call Taken By Customer Service Rep
CA Number***

6232,6455,6272,6297,6448,6464,6416

Responded By Tina Collingham

Response Date 02/02/2006

Resolution Date 02/02/2006

Maine Center on Deafness representative contacted the relay while at a customer's home. The representative was installing HCO equipment and was having difficulties using the HCO feature through the relay.

Customer Service apologized and stated that the CAs would be counseled on proper HCO procedures. Customer Service suggested a profile also. The profile was implemented and customer was satisfied. All CAs have been counseled.

Service Complaints--Improper Use of Customer Data

Inquire Date 08/24/2005

Record ID 10045

***Call Taken By Customer Service Rep
CA Number***

Responded By Tina Collingham

Response Date 08/24/2005

Resolution Date 08/31/2005

Customer was placing a test call to her mother, who had just installed a VCO phone. Customer stated that the CA continued to send tones to the hearing party.

Customer Service apologized and stated this information would be forwarded to the technical department and a return call would be placed to the customer. The technical department discovered that the CA was in training and had confused the parties' connection modes. Customer Service contacted the customer to explain and implemented a profile for her mother. CA has received continual training and been monitored frequently. Customer was satisfied.

Service Complaints--Didn't Follow Voice Mail/Recording Procedure

Inquire Date 07/15/2005

Record ID 9762

***Call Taken By Customer Service Rep
CA Number 6888F & 6412M***

Responded By Tina Collingham

Response Date 07/20/2005

Resolution Date 07/20/2005

Customer has had difficulties with many of the CAs retrieving her messages from her answering machine. Customer did have compliments for four CAs, stating that they were very helpful and always did a nice job.

Regional Outreach Coordinator received this compliment and concern and assured the customer that it had been forwarded to the Relay Manager. CAs were counseled on proper voice mail message retrieval. Customer was satisfied.

Technical Complaints--Carrier Choice not Available/Other Equal Access

Inquire Date 06/24/2005

Record ID 9526

***Call Taken By Customer Service Rep
CA Number***

Responded By Tina Collingham

Response Date 06/24/2005

Resolution Date

Customer requested USA Telephone as their long distance carrier and would like the profile to indicate a VCO connection. USA Telephone is not a participating carrier through the relay.

Customer Service explained that USA Telephone is not a participating carrier through the relay. Customer Service implemented the VCO connection on the profile. Customer understood. Customer Service continued to work with the carrier. USA Telephone has since become a participating carrier through the relay. Customer was notified and profile updated. Customer was satisfied.

***Technical Complaints--Carrier Choice
not Available/Other Equal Access***

***Inquire Date 06/28/2005
Record ID 9524
Call Taken By Lead CA
CA Number
Responded By Steve Holzengel Jr.
Response Date 06/28/2005
Resolution Date 03/10/2006***

Customer requested Time Warner as their long distance carrier. Time Warner is not a participating carrier through the relay.

Lead CA explained that Time Warner was not a participating carrier through the relay. Customer understood. Customer Service continued to work with the carrier. Time Warner became a participating carrier through the relay in November of 2005. Customer was notified, but did not set up a profile until March of 2006. Profile was implemented and customer was satisfied.

***Technical Complaints--Carrier Choice
not Available/Other Equal Access***

***Inquire Date 08/16/2005
Record ID 9952
Call Taken By At the Workstation
CA Number
Responded By Tina Collingham
Response Date 08/16/2005
Resolution Date***

Customer stated that she continues to receive long distance billing through AT&T, but her long distance is USA Telephone. Customer wanted to know what could be done to resolve this issue.

Customer Service explained that USA Telephone was not a participating carrier through the relay. Customer Service continued to work with USA Telephone. USA Telephone is now a participating carrier through the relay. Customer was notified and profile was implemented. Customer was pleased.

***Technical Complaints--Carrier Choice
not Available/Other Equal Access***

***Inquire Date 09/23/2005
Record ID 10223
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 09/23/2005
Resolution Date 10/27/2005***

Customer requested Pine Tree Network as their long distance carrier and needed to place a call right away. Pine Tree Network is not a participating carrier through the relay.

Customer Service explained that Pine Tree Network was not a participating carrier through the relay. Customer Service offered different carriers or a pre-paid calling card. Customer elected to purchase a Hamilton calling card. The card was activated and the customer was able to place their call. Customer Service mailed the card to the customer. Customer was satisfied. Customer Service continued to work with the carrier. As of October 2005, PineTree Network became a participating carrier through the relay. Customer was notified and profile was implemented. Customer was satisfied.

***Technical Complaints--Carrier Choice
not Available/Other Equal Access***

***Inquire Date 10/15/2005
Record ID 10339
Call Taken By Customer Service Rep
CA Number
Responded By Steve Holoenzel, Jr.
Response Date 10/15/2005
Resolution Date***

Customer requested Oxford Network as their long distance carrier. Customer was unable to place a call to her family. Customer stated that she was going to contact the Maine Center on Deafness when she was told that the relay could not bill to Oxford Network.

Supervisor explained that Oxford Network was not a participating carrier with the relay. Supervisor apologized for not being able to use her carrier of choice. Supervisor offered to place her call through another carrier, which the customer declined. Oxford Network was again contacted about becoming a participating carrier through the relay. At this time, Oxford Network is still not a participating carrier through the relay.

***Technical Complaints--Carrier Choice
not Available/Other Equal Access***

***Inquire Date 11/29/2005
Record ID 10622
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 11/29/2005
Resolution Date***

Customer stated that a client was unable to access Oxford Network, as they are not a participating carrier through the relay.

Customer Service explained that the relay continues to contact the carrier, but they are not a participating carrier through the relay at this time. Customer Service explained other billing options to share with the client. Customer was satisfied. At this time, Oxford Network is not a participating carrier.

***Technical Complaints--Carrier Choice
not Available/Other Equal Access***

***Inquire Date 01/11/2006
Record ID 10849
Call Taken By Operations Mgr
CA Number
Responded By Tina Collingham
Response Date 01/19/2005
Resolution Date***

Customer requested Northland/Fairpoint New England as their long distance carrier. Northland/Fairpoint New England is not a participating carrier through the relay.

Customer Service explained that Northland/Fairpoint New England was not a participating carrier through the relay. The technical department continues to contact the carrier. At this time, Northland/Fairpoint New England is not a participating carrier through the relay.

***Technical Complaints--Carrier Choice
not Available/Other Equal Access***

***Inquire Date 01/11/2006
Record ID 10870
Call Taken By Supervisor
CA Number
Responded By Tina Collingham
Response Date 01/11/2006
Resolution Date***

Customer requested Lingo Phone Company for their long distance carrier through the relay. Lingo Phone Company is not a participating carrier through the relay.

Supervisor explained that Lingo was not a participating provider through the relay and obtained the contact information for the long distance carrier. The information was forwarded to the technical department and Lingo Phone Company was contacted. Lingo Phone Company is not a participating carrier. Customer understood and has also contacted the long distance carrier.

***Technical Complaints--Carrier Choice not
Available/Other Equal Access***

***Inquire Date 04/18/2006
Record ID 11523
Call Taken By Operations Mgr
CA Number
Responded By Tina Collingham
Response Date 04/18/2006
Resolution Date***

Customer requested USA Telephone as their long distance carrier. USA Telephone was not a participating carrier through the relay.

Customer Service explained that USA Telephone was not a participating provider through the relay. Customer Service explained how the relay bills long distance calls when a carrier is unavailable. Customer understood and was going to contact the carrier. Customer Service forwarded this information to the technical department. The technical department continued to work with USA Telephone. USA Telephone is now a participating carrier through the relay. Customer was notified and profile was implemented. Customer was pleased.

***Technical Complaints--Carrier Choice
not Available/Other Equal Access***

Customer requested a carrier of choice profile to be set up for Fairpoint New England.

***Inquire Date 05/13/2006
Record ID 11691
Call Taken By Supervisor
CA Number
Responded By Tina Collingham
Response Date 05/16/2006
Resolution Date***

Customer Service explained that Fairpoint New England is not a participating carrier through the relay. Customer Service has contacted the carrier several times with no success.

Technical Complaints—Miscellaneous

A representative from Time Warner requested information in order to become a participating carrier with the relay.

***Inquire Date 09/21/2005
Record ID 10258
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham/Joanne Lambert
Response Date 09/21/2005
Resolution Date 11/28/2005***

Customer Service transferred the customer to the technical department in order to set up a Letter of Authorization. Information was faxed to Time Warner by the technical department. As of November 2005, Time Warner has become a participating carrier through the relay.

Technical Complaints—Miscellaneous

Customer was attempting to reach a toll free number for national directory assistance that stated the customer must dial 10-15-15-800 now. Customer was upset because they were unable to dial the number through the relay.

***Inquire Date 03/30/2006
Record ID 11357
Call Taken By Lead CA
CA Number
Responded By Tina Collingham
Response Date 04/03/2006
Resolution Date 04/03/2006***

Lead CA explained that relay is unable to dial 10-15-15-800. Customer Service reached the recording for the toll free number and attained the secondary number to dial. Customer Service explained that the customer would need to use the secondary number to place their call. Customer was satisfied.

Technical Complaints--711 Problems

Customer stated that he attempted to reach the relay four times. Three times the relay answered in voice or did not connect TTY mode. The fourth attempt the customer reached a CA and vented his frustrations and hung up.

***Inquire Date 06/01/2005
Record ID 9416
Call Taken By Customer Service Rep
CA Number
Responded By Mary Mackay
Response Date 06/24/2005
Resolution Date***

Maine Center on Deafness stated that this message would be forwarded to the relay for further investigation. Customer Service received the complaint and sent the information to the technical department. The technical department investigated and discovered that the calls were connected to a CA but the caller hung up. Customer was offered a profile, but refused at this time. Customer Service mailed this info to the customer.

Technical Complaints--711 Problems

Inquire Date 01/24/2006

Record ID 10930

**Call Taken By Customer Service Rep
CA Number**

Responded By Tina Collingham

Response Date 01/24/2006

Resolution Date 01/24/2006

Customer was having difficulties dialing 711 from their office. Customer was testing 711 from their office because the company was publishing the number for deaf/hard of hearing individuals and wanted to ensure it could be dialed from their office.

Customer Service explained that the office telephone system may not be programmed correctly. Customer Service offered to speak to the telephone administrator, but the customer refused. Customer Service gave the 800 number for the relay. Customer was satisfied.

Technical Complaints--711 Problems

Inquire Date 03/29/2006

Record ID 11321

**Call Taken By Customer Service Rep
CA Number**

Responded By Tina Collingham

Response Date 03/29/2006

Resolution Date

Customer had requested a profile change. Customer also inquired about long distance through a cell phone when using the relay. Customer does not always reach Maine Relay when using 7-1-1 with a cell phone.

Customer Service explained how to use the Pocket VCO device on her cell phone and how a cell phone call works when dialing the relay. Customer Service set up a profile for the customer. Customer was satisfied. Customer Service was unable to contact the cell phone company regarding 711 because the customer refused to give that information to the relay.

CapTel-- Complaints

Technical – General

Inquire Date 02/22/2006

Record ID CT 2924

**Call Taken By Customer Service Rep DF
CA Number**

Responded By DF

Response Date 02/22/2006

Resolution Date 02/22/2006

Regional Network Problem identified. Temporary solution in place. User service restored. Working with network provider for long term solution.

CapTel-- Complaints

Service – General

Inquire Date 04/20/2005

Record ID CT 5471

**Call Taken By Customer Service Rep JS
CA Number**

Responded By JS

Response Date 04/20/2006

Resolution Date 04/20/2006

Inbound call technical problem reported at 11:32am on 4/20/06. The problem was resolved at 1:52pm by CapTel technical support.

CapTel-- Complaints

Billing – General

Inquire Date 05/12/2006

Discussed billing concern with customer and took corrective action.

Record ID CT 6503

Call Taken By Customer Service Rep RW

CA Number

Responded By RW

Response Date 05/12/2006

Resolution Date 05/12/2006

CapTel-- Complaints

Disconnect/Reconnect during calls

Inquire Date 05/15/2006

Record ID CT 6909

Call Taken By Customer Service Rep DF

CA Number

Responded By DF

Response Date 05/15/2006

Resolution Date 05/15/2006

Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.